



The Wiltshire Council Digital Transformation


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Wiltshire Council



Where everybody matters

A photograph of Salisbury Cathedral, a large Gothic-style stone building with a prominent tall spire, set against a clear blue sky. The cathedral is surrounded by a green lawn and a paved path in the foreground. A semi-transparent white circle is overlaid on the left side of the image, containing text.

// Salisbury Cathedral is the single most beautiful structure in England, and the Close around it the most beautiful space. //

Bill Bryson

Programme Aims

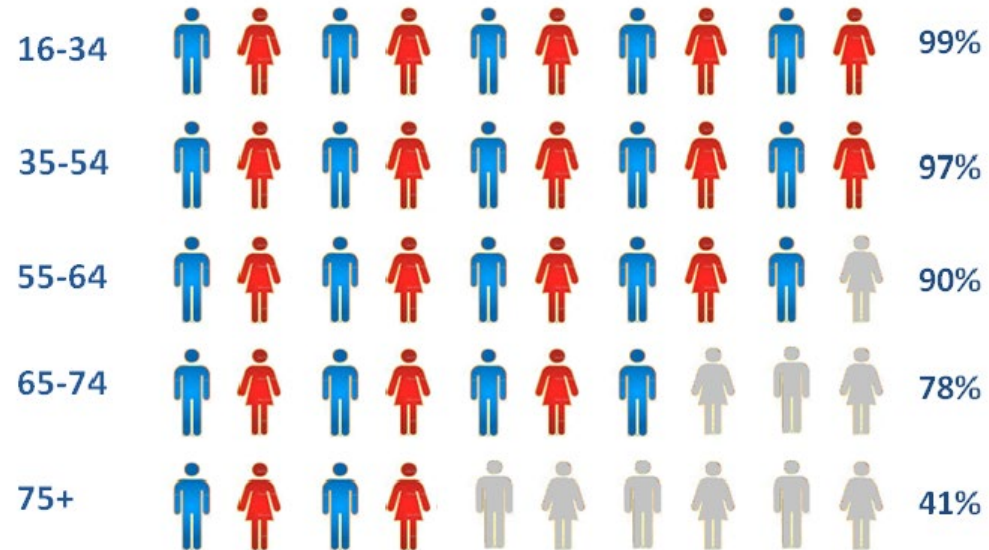
- Empowering our customers to do more for themselves, and deal with us online 24/7.
- Making us more efficient and effective, by streamlining services and systems, making them simpler, reducing duplication and improving reliability.
- Freeing up staff time to focus on more value-add and interesting work – more f2f, more income generation.
- Enabling us to continue to deliver our services whilst managing a decreasing budget.

Why Digital?



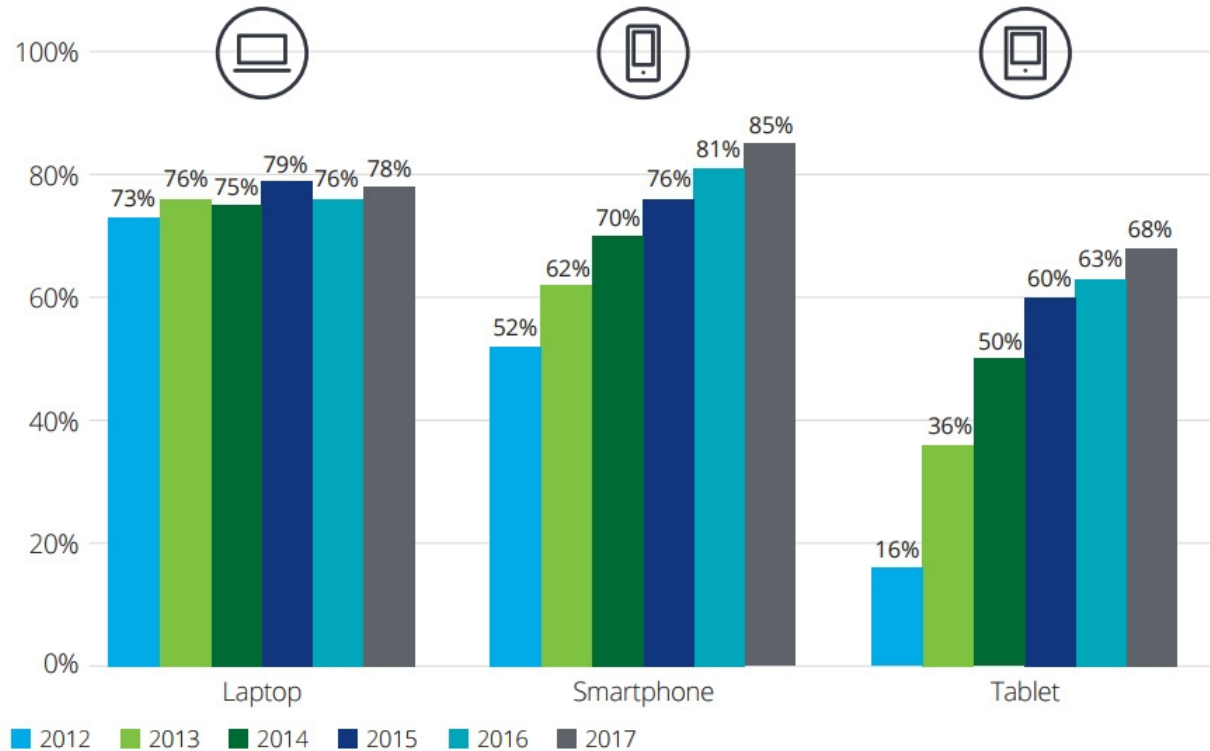
Almost 9 in 10 adults in the UK have recently used the internet (89%)

Almost all adults aged 16 – 54 years have recently used the internet ...



... but just 4 in 10 adults aged 75+ years have used the internet in the last 3 months

How our users access the internet



Over 85% of UK adults own a smartphone.

80% of them check it within 15 minutes of waking up.

They love the convenience of on-line interactions of all sorts.

Even dealing with Government....

Wiltshire – it's rural!

The biggest city is Salisbury

Population 62,000

In a county of 496,000

That brings challenges in just getting internet coverage





We're getting the council online

The Broadband Delivery UK (BDUK) subsidised programme aims for 24Mb/s to 95% of premises by April 2019.

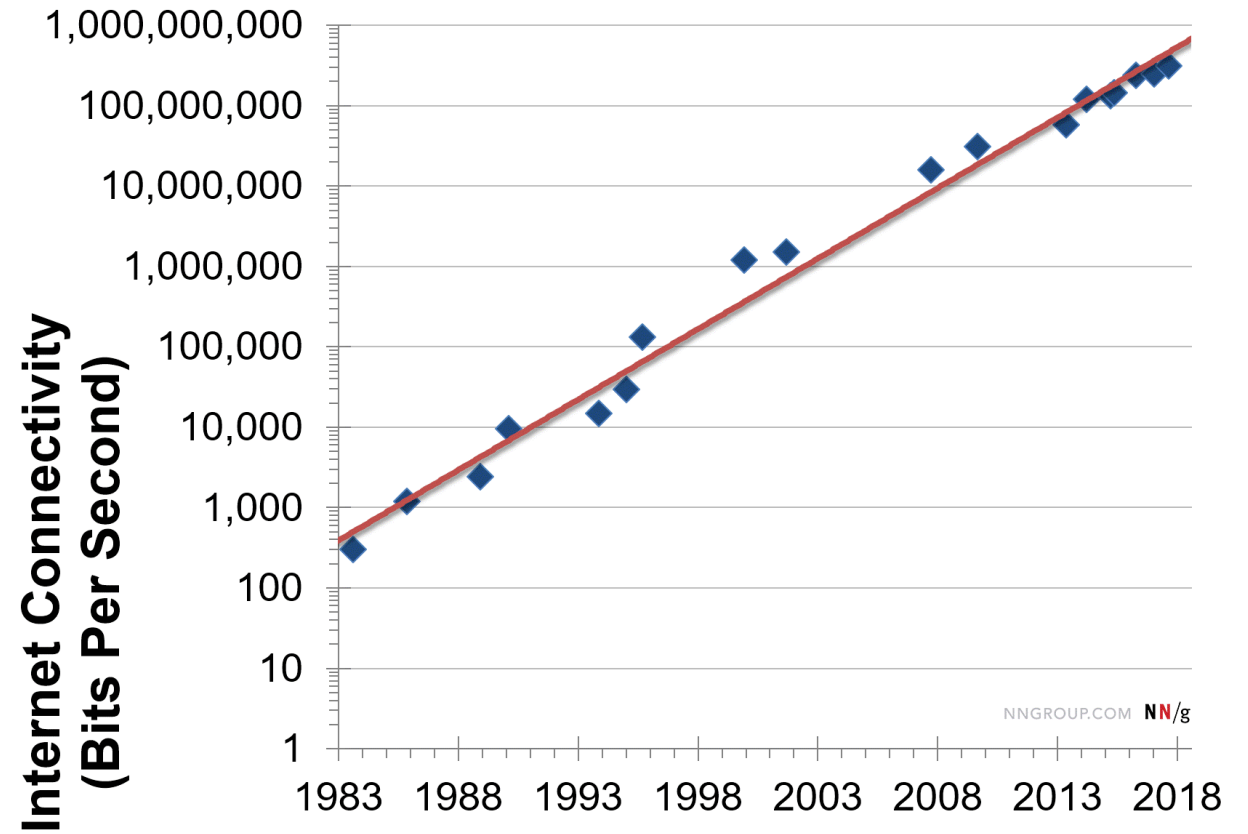
This is a challenge in rural areas.

Actually we're delivering FTTP through BT and Gigaclear, so getting good bandwidths

But we know speeds must rise

Nielsen's Law: user bandwidth grows at 50% per year

So we'll need to plan for hyperfast broadband next



People like their data on the move



4G coverage is patchy

Some areas will never be economic for the providers to cover

At least 5G will be faster...

Digital Government

No-one really wants to deal with Government, but....

The UK leads the world, thanks to the Government Digital Service

Everything from taxing your car to renewing your passport is now very easy

Local Government is following suit

Transactional things: report it, order it, pay for it....



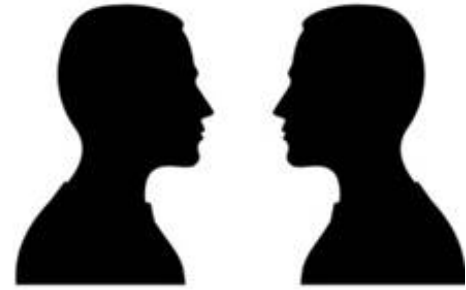
Why Digital Government?



15p



£2.83



£8.62

COST PER TRANSACTION (source: GDS)

Digital Government

...but that's only true if it's digital end-to-end.

If we just have a great digital front-end and the same old back office processes....



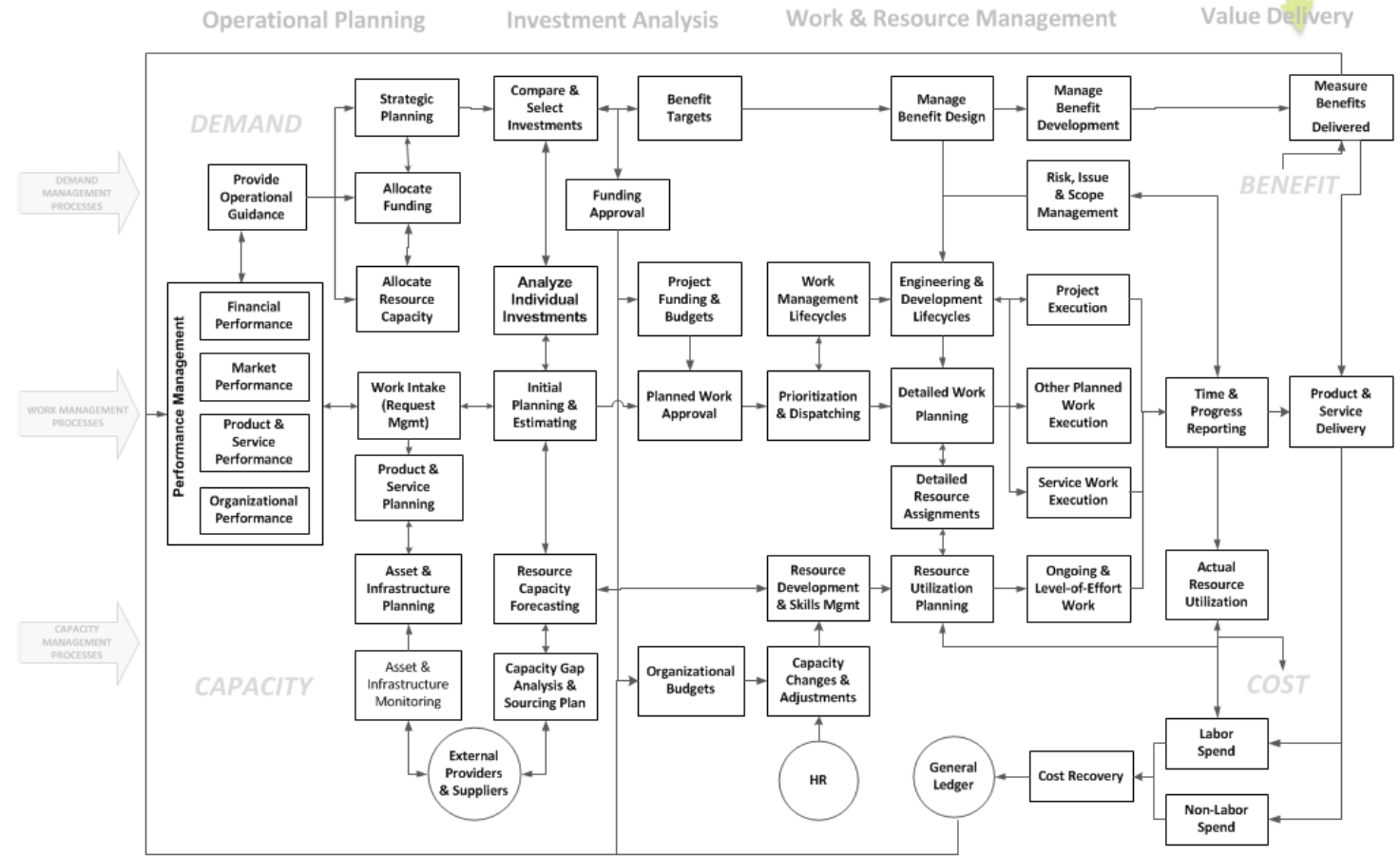
Digital Government

So it must be digital, end-to-end.

Luckily, we have mapped out our back-office processes.

And we know how to improve them

Microsoft Visio® version of the Portfolio Process Map
Value Added Content for the Readers of:

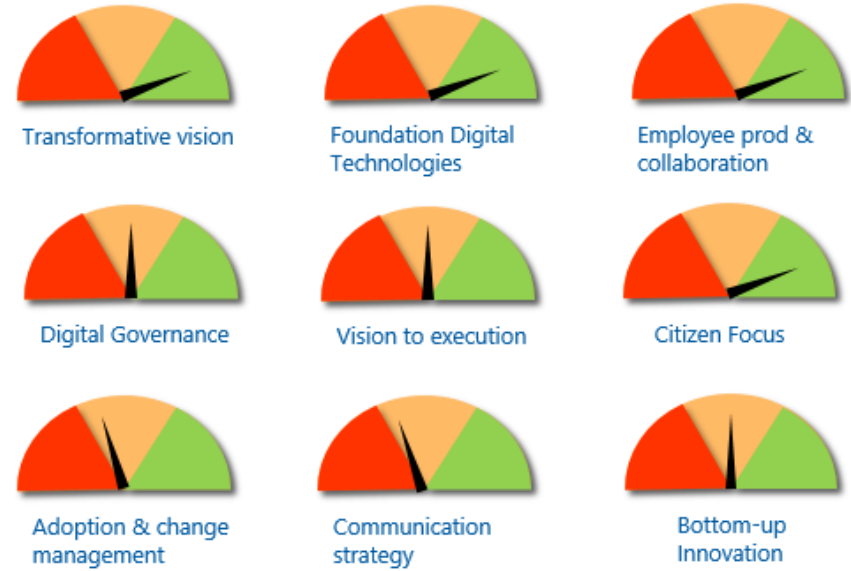


Beyond digital

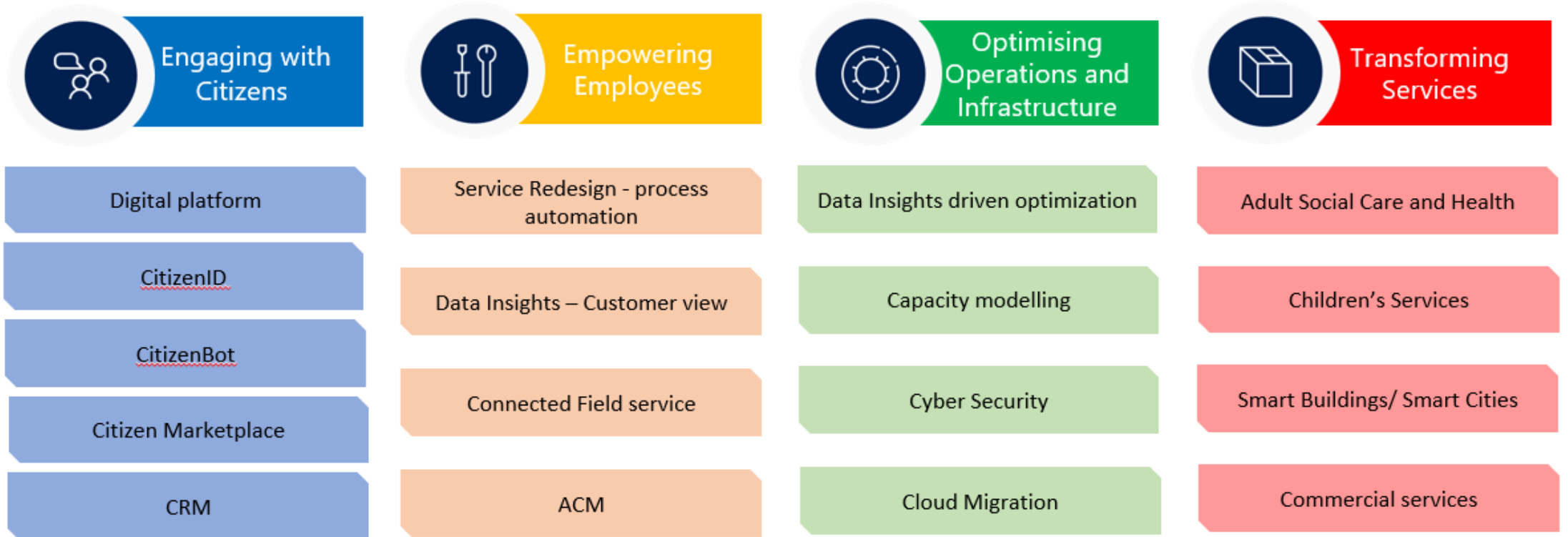
- A key part of this programme is the use of 'virtual assistants' (AKA Robotic Process Automation)
- These are computer programmes that do the repetitive stuff
- The things you'd offload to an assistant
- They aren't THAT clever (yet) – but they will do the drudgery
- Freeing up people to do what they do best

The Programme

It started with a Digital Maturity Assessment by Microsoft

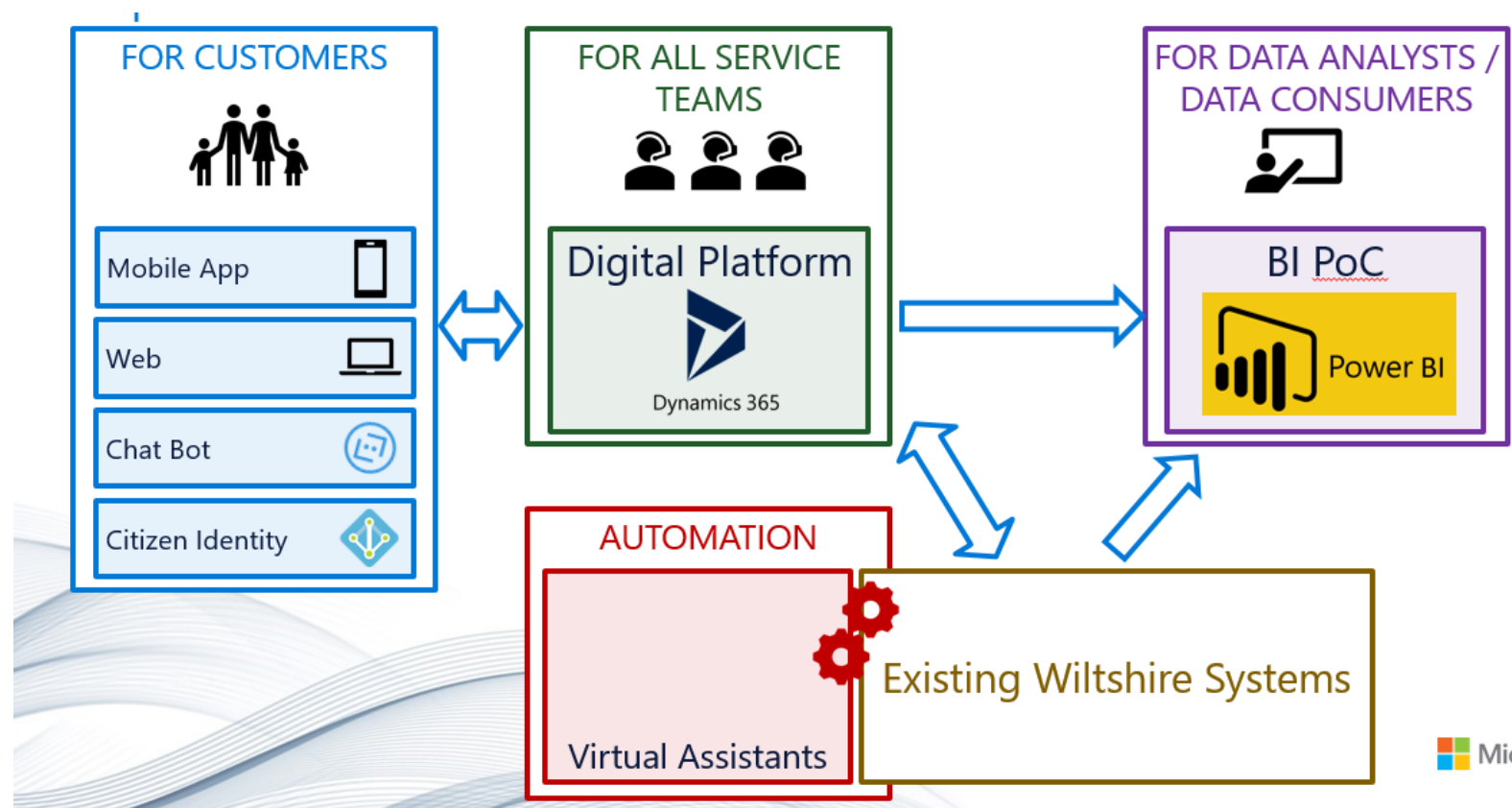


They defined initiatives to drive business-focussed digital transformation



Data Modelling – MDM – Data Sharing architecture
Digital Governance

Implementation workstreams



It's a two-year programme

Great new transactional website and app

Digital platform holding our customer data

Chatbot

Citizen and staff ID solutions

Greatly improved Business Intelligence

Automation of a number of back-office tasks

Support and advice on improving aspects of our IT operations, including cybersecurity

A key element is managing change

People often find change difficult, in the workplace

Change Management is a well-studied area, and much is known about how to do it well (and badly)

Microsoft are supplementing our in-house expertise with consultancy and advice in this area



We'll do much in two years, but it's just the start

AI is set to radically change the working environment

The Oxford report of 2013 predicted 850,000 UK public sector jobs could be automated by 2030

We aim to be early adopters

We've started the journey

